

BOX OFFICE MANAGER

GRADE: 13

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Box Office Manager performs intermediate skilled clerical and administrative work coordinating all aspects of the day-to-day operation of the F. Scott Fitzgerald Theatre box office. The incumbent utilizes a proactive approach interacting effectively with the public, customers, and regular and temporary staff members. The physical demands are moderate and the working conditions are good. The work is directed by the Theatre/Civic Center Supervisor and uses standardized administrative practices. The incumbent participates with other staff in program development, service delivery and supervision of temporary staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Directs all aspects of single and subscription ticket sales.
- Provides a superior level of customer service.
- Supervises day/night walk up and phone sales.
- Supervises Box Office Assistants and seasonal help including training staff on the Pass ticketing system.
- Oversees customer database and Pass ticketing system, including system updates, performance set-up, ticketing, hardware/software, supplies inventory maintenance, etc.

- Generates all box office reports and reconciles performance sales.
- Ensures coverage for box office hours.
- Oversees all financial activities and accounting functions of the box office.
- May add internet sales to the current phone, walk up, mail system.
- May have marketing and publicity responsibilities.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and two years experience in ticket sales, theater or related field. Experience with PASS 1, 2, or 3 ticketing system preferred.

Preferred Knowledge, Skills and Abilities:

- Knowledge of Pass 1, 2, or 3 ticketing system.
- Knowledge in aspects of promotion such as marketing and advertising.
- Knowledge of and interest in the theater and music.
- Excellent skill in organization and record keeping.
- Excellent customer service and people skills.
- Word processing and data processing skills.
- Ability to direct the activities of temporary staff.
- Ability to represent the City of Rockville in a professional manner.
- Ability to communicate effectively with the public, entertainers, and staff members.
- Ability to communicate effectively both in writing and orally.